

W. 01303A-08-0227
SW. 01303A-08-0227



0000090448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72742

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
George Strizak

Account Name: George Strizak

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/3

George M. Strizak

[REDACTED]
Sun City West, Arizona 85375
11/3 DOCKET NO. W-01303-08-0227
SW-01303-08-0227

SUN CITY WEST

Arizona Corporation Commission
DOCKETED

NOV 13 2008

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 NOV 18 P 2 09

RECEIVED

November 1, 2008
Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix, Arizona 85007
Docket No. W-01303A-08-0227
Arizona American Water Company
Proposed Increase for Sun City West Water District
To Whom it May Concern:

The Arizona American Water Company does not deserve a .010 INCREASE. This company has been enjoying expansion, by way of the many NEW HOMES that have been added to the Northwest Valley in recent years. No one asked this Company to spill their precious WATER into the surrounding areas of the Northwest Valley!!!! Two Years ago my average total Bill from this company was about \$30.00 . The Water Line from the Meter to our house broke and we were responsible for the repair, which ran into the Thousands of Dollars. After the Repair was completed, a NEW WATER METER WAS INSTALLED, because it was over 20 years old. Since that time my water Billing shot up to a Minimum of \$50.00 and up. I caught this company several times about the it method of Billing Customers, since some of my Bills were exactly the same for 2 months in succession. If you allow this proposed Increase from a company that sends the Billing to California and has its Main Offices in fllinois, my rate as a Consumer would in effect be OVER a 100% Increase, or more than Double in two years!!!! About 3 months after I had my water line repaired, this company saw a Huge Dollar Increase

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

possibility, so they now offer an "Insurance" policy of X Dollars a Month, or Year to protect against this type of Break!!!!

Believe me, the Arizona American Water Company is not hurting for MONEY!!! They will try anything to save money and create more profit for the Home Office.

I asked this company why they haven't installed automated water meters and the simple answer to me was "It cost too Much Money". I can prove that these people are cheaters, because it is not possible to get the same exact amount of Billings 2 months in a row!!!

Perhaps it is time for towns like Sun City West to consider Buying out this Company, or changing to SRP for Water and Electricity!!!!

This is not a progressive Water Source and does NOT Deserve any Increases.

I want to know what the results of your meeting will be. Send me a written report.

Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227.

GMS:REC

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/3 Called customer to verify that customer has no current specific issues needing to be addressed by the company.

Letter to customer as follows:

November 3, 2008

[REDACTED]

Sun City West, AZ 85375

RE: ARIZONA AMERICAN WATER CO.

Dear Water Customer:

Your letter regarding the Arizona American Water Co. ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division

11/10

No call back from customer to date.

CLOSED

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72742

W. 01303A-08-0227
SW. 01303A-08-0227

FI MOHAVE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72990

Date: 11/13/2008

Complaint Description: 08A Rate Case Items - Opposed

 N/A Not Applicable

First:

Last:

Complaint By:

Carol

Harrington

Account Name:

Joseph Petrosino

Home: (000) 000-0000

Street:

[REDACTED]

Work: (000) 000-0000

City:

Bullhead City

CBR:

State:

AZ

Zip: 86426

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Received the following correspondence:

Attention Commissioners Office:

Reference to Docket No. W-01303A-08-0227

(Mohave Wastewater District)

Regarding our Waste Water

My husband and I recently attended a community meeting 10/09/08 at El Rio County Club. One Paseo El Rio Mohave Valley, AZ 86440.

At this meeting their was standing room only -we as customers of Arizona American Water were livid that they propose an 80% increase to our Waste Water Rates which in turn would exceed the rates of our water bills for Waste Water, and nearly double our current rate. Arizona American Water recently raised our rate by \$10.00 per month and now want to raise it by another \$40 per month.

This is totally unfair business practice to its customers which are mainly senior citizens in this area and will drive us to live else where. Why would 2 people who live a very modest life have to pay the same waste water rate as a family of 5 or 7 people in a household? I seriously thought here in Mohave Valley we have many large families as it is since Los Lagos and Desert Lakes Golf Course is basically a retirement community.

The few residents here do not feel obligated to have to pay for a huge investment by Arizona American Water. This rate increase is beyond normal standards by all means. Arizona American Water invested millions by anticipating a huge growth which due to the economy slowed and it certainly is not our responsibility as senior home owners to pay for their massive investments. Our current rate for waste water is a flat rate of 49.65 per month already exceeding the limit of our surrounding area and they propose to increase it to a whopping 89.10 per month flat rate for waste water unless some thing is done to protect the citizens of Mohave County they will

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

be forced to re-locate and it is understandable why!!!! This is main st. of American . How is this suppose to give us money in the long run if we barely use the amount we currently pay for? Who is looking out to give these home owners money? Certainly not Arizona American Water!!! Hopefully the Commissioner will see this and protest our rights so we are not forced to comply by their standards and have to pay this exuberant amount. We will write and petition every possible means form Congress to whom ever to be heard.

Sincerely,

Home Owners at [REDACTED]
Ft. Mohave, AZ 86426

Carol M. Harrington
Joseph P. Petrosino
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

11/24-

I called customer and acknowledged that the Arizona Corporation Commission received her correspondence. I told customer that I would enter her comments into our database for the record and that I would also have her Opinion docketed so that the Commissioners would have an opportunity to read her concerns prior to rendering this decision on this matter. FILE CLOSED.

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water Company Docket Nos. SW-01303A-08-0227 & W-01303A-08-0227. CLOSED.

End of Comments

Date Completed: 11/14/2008

Opinion No. 2008 - 72990

W. 01303A-08-0227
SW. 01303A-08-0227

SCW

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73000

Date: 11/13/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Lydia

Davidson

Account Name: Lydia Davidson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/13 Docket No. W-01303A-08-0227 SW 01303A-08-0227 SUN CITY WEST

Customer is opposed to any increase of 79.8%. This will increase her bill from 42.00 to 130.00. She states the notification used a \$42.00 bill as an example of the increase that would occur if an approval is given to the company as submitted. Customer was provided the number to the company for info on her billing would be effected based on the current application.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/13

Customer was advised that her comments would be docketed and made part of the record for review by the Commissioners.

End of Comments

Date Completed: 11/13/2008

Opinion No. 2008 - 73000

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 73063

Date: 11/17/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Larry D.

McCarty

Account Name:

Larry D. & Jean E. McCarty

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Tubac

CBR:

State:

AZ

Zip: 85646

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 01303A-08-0227

W 01303A-08-0227

LARRY D. & JEAN E. McCARTY

[REDACTED] TUBAC, AZ 85646 - 4686

[REDACTED]

13 November 2008

ARIZONA CORPORATION COMMISSION
CONSUMER SERVICES SECTION
1200 W. WASHINGTON St
PHOENIX, AZ 85007

Ref: Docket No. W-01303A-08-0227 et al

To Whom It May Concern:

As customers of Arizona American Water Company in Tubac, AZ we are writing to express our absolute and unequivocal outrage at the applicants proposed 65.72 percent increase in monthly rates over current revenues!

Moreover, we are doubly incensed that the above-proposed percentage translates, in Arizona American Water's words, into an "increase of 72.74 percent" for residential customers in Tubac Water District using 5/8 or 1/4 inch meters. Even more astounding... this proposed rate increase request doesn't even involve the arsenic remediation the company has before itself!

As a year around two-person household, with the typical day-to-day usage of toilets, sinks, dishwasher, and clothes washer, and a timer controlled outside watering system, and a float controlled small lap pool, our usage

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

for 2008 was approximately 154 T-gallons. Our annual average monthly usage was 12.83 T-gallons. The low month (1), was 4 T-gal. used; The high months (3), were 17 T-gal. used. We paid \$683.19 for the year.

Given our current rounded annual bill of \$683, times the proposed stated increase of 72.74%, under Arizona American's request and presuming our similar usage and continued consumption conservation, that would increase our annual bill by nearly \$500! Our annual total would be more than \$1,183.00! Broken down, our average monthly costs, current versus new: Current - \$57.00. New - \$98.00... They have got to be kidding!

The most prominent question is: For what are they asking the relatively small number of residential customers in Tubac, many on fixed incomes as we are ... our blood to run in their pipes with such an insulting rate increase? Plus another one later for the arsenic concern!

The Commission must reject this "pie-in-the sky" increase request! If any increase at all is granted, we suggest it be NO MORE than one seventh of their request... 10 percent, if that!

Sincerely,

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called customer and confirmed receipt of Opinion

End of Comments

Date Completed: 11/17/2008

Opinion No. 2008 - 73063

W. 01303A-08-0227
SW. 01303A-08-0227

FT MOHAVE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 **73064**

Date: 11/17/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Dennis**

Wade

Account Name: Dennis Wade

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/14 S-01303A-08-0227 SW 01303A-08-0227 FT MOHAVE

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: Dennis Lee Wade

[REDACTED]
Bullhead City, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$26 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charged our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

Page 2 of 2

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the raising costs of utilities, gas, food and other items for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

We hereby request that Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39 per month, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: Dennis Wade Signature:

Name: Sharon Wade Signature:

Property Address [REDACTED]

Telephone # [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/17

Left voice message advising that comment would be made a part of the record.

End of Comments

Date Completed: 11/17/2008

Opinion No. 2008 - 73064

W. 01303A-08-0227
SW. 01303A-08-0227

FT. MOHAVE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73066

Date: 11/17/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Betty

Hanson

Account Name:

Betty Hanson

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Bullhead City

CBR:

State:

AZ

Zip: 86426

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

11/14 S-01303A-08-0227 SW 01303A-08-0227 FT MOHAVE

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Az 85007

From: Betty Hanson

[REDACTED]
Ft. Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$26 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charged our developer for the sewer impact fee throughout the tract.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

Page 2 of 2

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the raising costs of utilities, gas, food and other items for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

We hereby request that Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39 per month, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: Signature:

Name: Signature:

Property Address 1

Telephone # [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/17

Called customer. Thanked her for the comments and advised they would be made part of the record.

End of Comments

Date Completed: 11/17/2008

Opinion No. 2008 - 73066

W. 01303A-08-0227
SW. 01303A-08-0227

FT MOHAVE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73067

Date: 11/17/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Diana**

Abbott

Account Name: Diana Abbott

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ft. Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/14 S-01303A-08-0227 SW 01303A-08-0227 FT MOHAVE

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Az 85007

From: Diana Abbott
[REDACTED]
Ft. Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$26 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

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Arizona American Water Company has collected sewer connection fees when we built our home. They have also charged our developer for the sewer impact fee throughout the tract.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Page 2 of 2

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At this time when we are suffering with the raising costs of utilities, gas, food and other items for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

We hereby request that Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39 per month, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: Diana Abbott Signature:

Name: Signature:

Property Address 1

Telephone # [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/17

Left voice message with customer that her comments will be made a part of the record through Docket Control.

End of Comments

Date Completed: 11/17/2008

Opinion No. 2008 - 73067

JW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73080

Date: 11/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Robert H. Last: Goodin

Account Name: Robert H. Goodin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 01303A-08-0227
W 01303A-08-0227

Please do not grant this 79% increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer notified opinion received and docketed.
End of Comments

Date Completed: 11/18/2008

Opinion No. 2008 - 73080